



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending June 30, 2005

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.45	3.59	3.74	3.59
B. Operator Answer Time - Information [730.510(a)(1)]	5.17	5.04	5.40	5.20
C. Repair Office Answer Time [730.510(b)(1)]	7.00	8.00	9.00	8.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	6.00	10.00	21.00	12.33
E. Percent of Service Installations [730.540(a)]	100.00%	99.53%	98.46%	99.33%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.37%	100.00%	99.84%	99.74%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.96	2.01	2.41	2.13
H. Percent Repeat Trouble Reports [730.545(c)]	2.49%	2.58%	3.02%	2.70%
I. Percent of Installation Trouble Reports [730.545(f)]	1.66%	1.58%	3.24%	2.16%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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